

## TIPS AND INFORMATION



**Cut the wait time in 3 easy steps:**

**FP** Check your Times Guide for a list of Disney FASTPASS® attractions. Ready to use the FASTPASS service on another attraction? Look at the bottom of your current FASTPASS ticket to find out when you can get another.

- 1 Each member of your party **inserts his or her Park ticket** into the FASTPASS kiosk.
- 2 **You'll receive a FASTPASS ticket with a return time** so you can go play in the Park instead of waiting in line.
- 3 **Come back during your return time** and hop on the attraction with little or no waiting.

**Guests with mobility- or queue-related assistance needs are encouraged to use the Disney FASTPASS Service wherever possible.**

**Lockers** Rentals available both inside and outside the Parks.

**Smoking** For the comfort of all our Guests, smoking is allowed in designated areas only.

**Strollers** Rentals are available in limited quantities. Please take all personal belongings with you when leaving your stroller unattended.

**Baby Care Center** Located on the northeast end of Main Street, U.S.A.

**Resort Lost and Found** Inquire at Resort Lost and Found, located west of the *Disneyland*® Park Main Entrance.

**Package Check Service** Shop and check your purchases for pickup later in the day at these locations: Newsstand (Main Entrance), The Star Trader (Tomorrowland) or Pioneer Mercantile (Frontierland). Resort Hotel Guests may have purchases delivered to Bell Services for next-day pickup after 7a.m. Certain restrictions apply.

**Picnic Area** A picnic area is located west of the *Disneyland* Park Main Entrance for your convenience. We request that no food or beverage be brought inside either Theme Park.

**Disneyland Kennel Club** Located east of the *Disneyland* Park Main Entrance. No overnight facilities.

**Banking** ATMs are located throughout the Resort, presented by CHASE. Basic banking services and foreign currency exchange are provided at City Hall in *Disneyland* Park.

**Payment Options** The *Disneyland* Resort accepts Disney Visa® Cards, Visa®, MasterCard®, Discover®, American Express®, Diners Club® and JCB®.

**Travel Tips** Should your vehicle become disabled during your visit, the Automobile Club of Southern California provides complimentary towing and flat-tire services to nonmembers during Park hours.

For more information, visit Guest Relations located at City Hall. *(See map inside)*

### Special Considerations for Attractions

**SAFETY:** Please abide by all safety warnings and notices.

Supervise children at all times. Children under age 7 years must be accompanied by a person age 14 years or older.

For your safety while on attractions, remain seated with hands, arms, feet and legs inside the vehicle. Supervise children.

**Courtesy** We work hard to offer a comfortable, safe and enjoyable experience for all our Guests. Please assist us by showing common courtesy to fellow Park Guests. Please be respectful of others. Do not use profanity or engage in unsafe, illegal or offensive behavior. Proper attire, including shoes and shirts, must be worn at all times.

**Physical considerations on designated attractions:**

**▲ WARNING!** For safety, you should be in good health and free from high blood pressure, heart, back or neck problems, motion sickness, or other conditions that could be aggravated by this adventure. Expectant mothers should not ride.

## ACCESSIBILITY AND MOBILITY

**Courtesy Wheelchairs** Complimentary wheelchairs are available for travel to and from the *Downtown Disney* tram load/unload area and the Main Entrance Esplanade. These courtesy wheelchairs are not permitted for use inside the Theme Parks. See a Cast Member at tram load/unload area for additional information.

**Companion Restrooms** Companion-assisted restroom facilities are available in addition to facilities designed for access by Guests with mobility disabilities. These restrooms are located at:

- Main Street - Left of City Hall
- Main Street - First Aid
- Adventureland - Aladdin's Oasis
- Frontierland - Tom Sawyer Island
- Fantasyland Theater Restrooms

**Auxiliary Entrance Limitations** Some attractions have auxiliary entrances for Guests with mobility disabilities or with service animals. These entrances are not intended to bypass waiting lines. Guests with disabilities and up to five members of their party may enter through these entrances. The rest of the party should use the standard queue.

### Dining and Shopping Locations

Some counter-service and merchandise locations have narrow queues formed by railings that may be difficult for Guests using wheelchairs. At these locations, we suggest that a member of your party order and transport the food, or contact a Cast Member for assistance.

**Accessible Transportation** Following options are available for Guests in wheelchairs or ECVs:

**Buses** can accommodate various types of wheelchairs and ECVs. The standard lift size is 30" x 48". The wheelchair or ECV must fit the lift without being forced and be securely fastened in the restraints. We recommend that Guests using ECVs transfer to a bus seat while onboard.

**Monorail** system can be accessed by the elevators and/or ramps provided at the *Downtown Disney* station and Tomorrowland station.

**Mickey Check** Look for this symbol at various locations on kids' meals and other items that meet **Disney Nutrition Guidelines**. Visit [www.disneymickeycheck.com](http://www.disneymickeycheck.com) for more information.



**Special Dietary Requests** We offer menu selections for all of our Guests seeking well-balanced meals, snacks and beverages, as well as those with lifestyle dining requests or food allergies and intolerances. Please ask to speak with a chef upon arrival at the restaurant.

## BEYOND DISNEYLAND® PARK

**Hotels/Reservations** *Disneyland* Hotels offer special equipment and facilities for Guests with disabilities. Accommodations may include: wheelchairs, wheelchair accessible bathrooms, bed accessories, strobe-light smoke detectors, in-room TTYs and other features. For information specific to individual Hotels, please call the Walt Disney Travel Company at 714-956-MICKEY.

**Accessibility information and accommodations for the following locations:**  
**Disney California Adventure®** Guest Services locations at *Disney California Adventure* Park.

**ESPN Zone** Accessibility will vary depending on the type and location of the activity. For specific information and service options, please contact a host at the location.

**Recreation and Activities** Accessibility will vary depending on the type and location of the activity. For specific information and service options, please contact a Cast Member at the location.



**Recycling** Be green! Look for containers with this logo located throughout the Parks.

Entertainment and attraction availability subject to change without notice. Printed on recycled paper.  
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## GUIDE FOR GUESTS WITH DISABILITIES

# Disneyland Park



This guide provides an overview of services and facilities available for Guests with disabilities who are visiting *Disneyland*® Park.

	MOBILITY Disabilities	VISUAL Disabilities	HEARING Disabilities
Guest Amenities Available for Rent or Deposit	Wheelchairs and Electric Conveyance Vehicles (ECVs) available for rent. Available on a first-come, first-served basis.	<b>Braille Guides</b> Printed in Braille and large print text to provide an overview of the Theme Park. <b>Audio Description</b> Utilizes <i>Disney's Handheld Device</i> to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu. <b>Portable Tactile Maps</b> Provides a tactile representation of building boundaries, walkways, and landmarks for each area of the Theme Parks. Presented in a booklet format. Amenities available for \$25 refundable deposit.	<b>Assistive Listening</b> Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions. <b>Handheld Captioning</b> Utilizes <i>Disney's Handheld Device</i> to display text at select attractions. <b>Video Captioning</b> Caption-ready monitors designated with a "CC" symbol can be activated by remote control.  Amenities available for \$25 refundable deposit.
Rental Locations	<i>Disneyland</i> ® Resort Stroller Shop located in the main entrance plaza adjacent to the <i>Disneyland</i> Kennel.	Guest Relations  See map inside for location.	Guest Relations  See map inside for location.
Complimentary Amenities and Services for use at the Park	<b>Companion Restrooms</b> See map inside for locations indicated with	<b>Stationary Braille Maps</b> Large print maps with Braille overlay and some additional raised graphics to highlight key landmarks and attractions. Located next to City Hall and near the Guest Information Board on Main Street, U.S.A.	<b>Reflective Captioning</b> Available at many theater-type attractions, utilizing LED display to project desired captions onto a panel positioned in front of you. See a Cast Member at the attraction for assistance.  <b>Written Aids</b> Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.
More Options	<b>Electric Conveyance Vehicles (ECVs)</b> Limited number available on a first-come, first-served basis at the rental location.  Must be 18 years of age or older to rent ECVs.  NO RESERVATIONS ACCEPTED. Available on a same-day basis.  Rental fee and refundable deposit required.	For additional information about Theme Park services and options, please visit Guest Relations. You may also obtain information, including parade & show times and details about restaurant menus, by calling <b>407-827-7935</b> .	Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.  <b>Sign Language Interpretation</b> Available at <i>Disneyland</i> ® Park on Mondays and Saturdays and at <i>Disney California Adventure</i> ® Park on Sundays and Fridays. Schedules are available at Guest Relations that list specific interpreted show times.  For future visits to request confirmation of our interpreted performance schedule OR to request interpretation for other special events and shows, call a minimum of 14 days in advance at 714-781-4636 Option 1, Option 0.
Safety in the Park	<b>Mobility Scooters/ECVs</b> Please keep your speed to the walking speed of those around you.  Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise and food and beverage locations.  Park your device in safe locations clear from walkways and stairs.  <b>Evacuation</b> In the event of an evacuation, Guests may be required to walk certain distances and navigate stairs or narrow walkways. In this case, please have a member of your party assist you, or wait in a vehicle for assistance.  <b>Transfers</b> Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer.	<b>SERVICE ANIMALS</b>  Trained service animals must remain on a leash or in a harness at all times. Cast Members are not able to take control of the service animal. Guests with service animals should follow the same attraction entrance procedures as Guests using wheelchairs.  <b>Service Animal Restrictions</b> Due to the nature of some attractions, service animals may not be permitted to ride. At these locations, please inquire with a Cast Member about available options, including a rider switch with a member of your party or a portable kennel. <ul style="list-style-type: none"><li>• Big Thunder Mountain Railroad</li><li>• Gadget's Go Coaster</li><li>• Indiana Jones™ Adventure</li><li>• Matterhorn Bobsleds</li><li>• Space Mountain</li><li>• Splash Mountain</li><li>• Star Tours—The Adventures Continue</li></ul>	
<b>Service Animal Relief Areas</b> <ul style="list-style-type: none"><li>• Main Entrance Esplanade-<i>Disneyland</i>® Kennel Club</li><li>• Frontierland: Frontierland/Fantasyland transition</li><li>• Fantasyland: Planter across from "it's a small world"</li><li>• Fantasyland/Hub: Planter on right leading from Central Hub towards Matterhorn Bobsleds</li><li>• New Orleans Square: Fountain area planter on right near Train Station and Haunted Mansion</li></ul> <b>Kennels</b> For information, call 714-781-7662.			
Please contact a Cast Member for information and assistance.			

**Specialty Lighting Effects/Photosensitivity**  
Specialty lighting and other visual effects are used extensively throughout *Disneyland* Park. These effects include strobe lights and other effects such as simulated lightning, explosions and chaser lights.

NOTE: If you or any member of your party have questions regarding the above, you may speak with a Guest Relations Cast Member for details.

**Magnetic Fields** Common equipment, such as electric motors and radios, that produce electric and magnetic fields are utilized extensively throughout the world and also within our Resorts. These fields are generally no greater than you would experience in any urban environment or may be exposed to through common household appliances such as vacuum cleaners and hair dryers.



**Disney's Wild About Safety** ©Disney  
**Safety Tip:** No stampeding, keep your arms and legs inside, stay seated on rides, and keep your paws behind the yellow line.



## Main Street, U.S.A.

1 **Disneyland® Railroad**

**Main Street Vehicles\***  
(One-way transportation only)

- 2 **Horseless Carriage**
- 3 **Fire Engine**
- 4 **Horse-Drawn Streetcars**
- 5 **Omnibus**

### Opera House

- 6 **Disney Gallery**
- 7 **The Disneyland® Story** presenting **Great Moments with Mr. Lincoln**
- 8 **Main Street Cinema**

## DISNEY DINING

- A Carnation Café** Table-service—Breakfast, fried pickles, burgers, salads, entrées, specialty cakes and pies.
- B Gibson Girl Ice Cream Parlor** hosted by Dreyer's™.
- C Refreshment Corner** hosted by Coca-Cola®. Hot dogs, chili and cold Coke.
- D Market House** Starbucks® Espresso and Specialty Beverages, Artisan Breakfast Sandwiches and Pastries.
- E Plaza Inn** "Minnie & Friends—Breakfast in the Park" hosted by Kellogg's®. Lunch and dinner featuring homestyle favorites.
- F Jolly Holiday Bakery Café** Baked goods, sandwiches, salads and specialty drinks.

## Adventureland

- 9 **Enchanted Tiki Room** presented by Dole®. (Continuous shows) Mobility Access: Enter using lift to the RIGHT of stairs.
- 10 **Jungle Cruise** Mobility Access: Enter through exit. Wheelchair/ECV accessible boat available.
- 11 **Indiana Jones™ Adventure** Minimum height 46"/117 cm. Mobility Access: Enter through the exit and proceed to the rotunda. Guests must navigate steps when boarding and disembarking the vehicle.
- 12 **Tarzan's Treehouse™**

## DISNEY DINING

- G Tiki Juice Bar** hosted by Dole®.
- H Bengal Barbecue** Barbecue kabobs and coffee drinks.

\*Attraction operating hours may vary from Park hours. Please see location or Information Centers for more information.

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Tarzan's Treehouse™ TARZAN™ Owned by Edgar Rice Burroughs, Inc. and used by Permission. COPYRIGHT ©1999 Edgar Rice Burroughs, Inc. and Disney Enterprises, Inc. All Rights Reserved.  
Roger Rabbit's Car Toon Spin ROGER RABBIT Character ©Disney/Ambin Entertainment, Inc.  
Finding Nemo Submarine Voyage is inspired by Disney•Pixar's Finding Nemo.  
Indiana Jones™ Adventure and Star Tours ©Disney/Lucasfilm Ltd.  
Buzz Lightyear Astro Blasters is inspired by Disney•Pixar's Toy Story 2.  
Attractions and entertainment may be seasonal and are subject to change without notice.

## New Orleans Square

- 13 **Pirates of the Caribbean** Mobility Access: Enter through exit to the LEFT of Blue Bayou Restaurant. Proceed to the designated access gate on the LEFT.
- 14 **Disneyland® Railroad** Mobility Access: Proceed up the exit ramp near Haunted Mansion. Wheelchair/ECV accessible vehicle available.
- 15 **Haunted Mansion** Mobility Access: Enter through standard queue. Transfer access vehicle available.

## DISNEY DINING

- I Royal Street Veranda** Chowder and gumbo in bread boules, New Orleans-style fritters, plus specialty coffees.
- J Blue Bayou Restaurant** Table-service—Seafood, chicken and beef dinners, plus the famous Monte Cristo sandwich at lunch.
- K Café Orléans** Table-service—Lunch and dinner, soups, salads, gourmet sandwiches and crepes.
- L French Market Restaurant** French quarter chicken, jambalaya, Cajun meatloaf, French dip, seasonal fish, shrimp pasta, hand tossed salads and desserts.

## Critter Country

- 16 **Splash Mountain** Minimum height 40"/102 cm. Mobility Access: Enter through exit, across from Pooh Corner. Transfer seat available.
- 17 **Davy Crockett's Explorer Canoes\*** (Operates weekends and select seasons only) Mobility Access: Enter via exit ramp next to lower level stairs of Hungry Bear Restaurant.
- 18 **The Many Adventures of Winnie the Pooh** Mobility Access: Enter through standard queue. Wheelchair accessible vehicle available.

## DISNEY DINING

- M Harbour Galley** Chowder and soup in bread boules; entrée salads, baked potatoes and drinks.
- N Hungry Bear Restaurant** hosted by Dixie®. Burgers, chicken and salads.

## Frontierland

- 19 **Pirate's Lair on Tom Sawyer Island\*** Mobility Access: Enter through standard queue. Many pathways are accessible for Wheelchairs/ECVs.
- 20 **The Golden Horseshoe Stage** (See Times Guide for show times) Mobility Access: Enter through main entrance.
- 21 **Frontierland Shootin' Exposition** Mobility Access: Gun positions on the LEFT accommodate Guests using Wheelchairs/ECVs.
- 22 **Mark Twain Riverboat\*** Mobility Access: Enter through access gate to the RIGHT of turnstile. Lower-level access only.
- 23 **Sailing Ship Columbia\*** (Operates weekends and select seasons only) Mobility Access: Enter through the access gate to the RIGHT of turnstile. Guests must navigate a steep series of stairs when boarding and disembarking.
- 24 **Big Thunder Mountain Railroad** Minimum height 40"/102 cm. Mobility Access: Enter through exit. Transfer access vehicle available.

- 25 **Big Thunder Ranch\*** hosted by Brawny®.

## DISNEY DINING

- O River Belle Terrace** Breakfast, carved-to-order sandwiches, fresh catch of the day, salad and desserts.
- P Stage Door Café** Corndogs, chicken and fish strips.
- Q The Golden Horseshoe** Chicken and fish strips, chili and tasty ice cream specialties.
- R Rancho del Zocalo Restaurant** Mexican favorites and Costeña Grill specialties, soft drinks and desserts.
- S Big Thunder Ranch Barbecue** Table-service—All-you-care-to-enjoy barbecue chicken and ribs with all the fixin's-served family style.

## Fantasyland

- Fantasy Faire**
  - 26 **Royal Hall** Mobility Access: Enter through the access gate to the RIGHT of entrance.
  - 27 **Royal Theatre** (See Times Guide for show times)
- 28 **Pinocchio's Daring Journey** Mobility Access: Enter through exit. Transfer access vehicle available.
- 29 **Snow White's Scary Adventures** Mobility Access: Enter through exit. Transfer access vehicle available.
- 30 **Bibbidi Bobbidi Boutique**
- 31 **Sleeping Beauty Castle Walkthrough** Mobility Access: Enter through standard queue. Guests must navigate a continuous series of narrow, winding stairs or an accessible experience is available.
- 32 **King Arthur Carrousel** Mobility Access: Enter through access queue. Wheelchair accessible bench available.
- 33 **Casey Jr. Circus Train** Mobility Access: Enter through exit.
- 34 **Dumbo the Flying Elephant** Mobility Access: Enter through exit to the LEFT of the standard queue. Transfer access vehicle available.
- 35 **Mr. Toad's Wild Ride** Mobility Access: Enter through the access gate to the RIGHT of entrance.
- 36 **Peter Pan's Flight** Mobility Access: Enter through exit. Transfer access vehicle available.
- 37 **Mad Tea Party** Mobility Access: Enter using the exit ramp. Transfer access vehicle and transfer seat available.
- 38 **Alice in Wonderland** Mobility Access: Enter through the exit to the RIGHT of standard queue. Transfer access vehicle available.
- 39 **Pixie Hollow** (See Times Guide for show times) Mobility Access: Enter through standard queue.
- 40 **Matterhorn Bobsleds** Minimum height 42"/107 cm. Mobility Access: Enter through standard queue.
- 41 **Storybook Land Canal Boats** (Closed during parades) Mobility Access: Enter through exit.
- 42 **"it's a small world"** presented by SYLVANIA. Mobility Access: Enter using ramp. Wheelchair accessible boat available.
- 43 **Fantasyland Theatre** (See Times Guide for days and times).



## DISNEY DINING

- T Maurice's Treats** Sweet and savory twists, and Boysen Apple Freeze.
- U Village Haus Restaurant** hosted by Minute Maid®. Hamburgers, pizza and salads.
- V Troubadour Tavern** hosted by Dreyer's™. Bratwurst, pretzel bites, cinnamon-apple baton and ice cream novelties.

**W Edelweiss Snacks**  
Turkey legs, corn on the cob, chimichangas, pork shanks and frozen beverages.

## Mickey's Toontown

- 44 **Disneyland® Railroad** Mobility Access: Enter through exit. Wheelchair/ECV accessible vehicle available.
- 45 **Goofy's Playhouse** Mobility Access: Enter through standard queue.
- 46 **Donald's Boat**
- 47 **Gadget's Go Coaster** presented by Sparkle®. Minimum height 35"/89 cm; expectant mothers should not ride. Mobility Access: Enter through exit.

- 48 **Chip 'n Dale Treehouse**
- 49 **Mickey's House and Meet Mickey** Mobility Access: Enter using the ramp to the RIGHT of Mickey's House and proceed through standard queue.
- 50 **Minnie's House** Mobility Access: Enter using the ramp to the RIGHT of the front yard and proceed through standard queue.
- 51 **Roger Rabbit's Car Toon Spin** Mobility Access: Enter through standard queue.

## DISNEY DINING

- X Toontown Dining** Hot dogs, salads, sandwiches, pizza and ice cream treats.

Mickey's Toontown and select Fantasyland attractions may close early due to fireworks. Please visit an Information Center for operating hours.

## Tomorrowland

- 52 **Finding Nemo Submarine Voyage** Mobility Access: Enter through accessible queue. Guests must navigate a narrow stairway when boarding and disembarking or an accessible experience is available. Reopening Fall 2014.
  - 53 **Disneyland® Monorail** Mobility Access: Enter through standard queue. Elevator is available.
  - 54 **Autopia** Minimum height 32"/81 cm and 54"/137 cm to drive alone. Mobility Access: Enter through standard queue. Hand-held accelerator and transfer seat available.
  - 55 **Disneyland® Railroad** Mobility Access: Proceed to the top of the exit ramp. Wheelchair/ECV accessible vehicle available.
  - 56 **Innoventions\*** With experiences presented by Honda, HP, Microsoft, Siemens, Stark Industries, Taylor Morrison, Xbox and Yamaha Music. Mobility Access: Enter through accessible queue to the lower level. Use elevator to access second level.
  - 57 **Space Mountain** Minimum height 40"/102 cm. Mobility Access: Enter through exit and follow the arrows to the left. A transfer seat and separate loading area is available.
  - 58 **"Captain EO"** Mobility Access: Enter through standard queue.
  - 59 **Starcade**
  - 60 **Star Tours—The Adventures Continue** Minimum height 40"/102 cm. Mobility Access: Enter through standard queue. Transfer access vehicle available.
  - 61 **Astro Orbitor** Mobility Access: Manual wheelchairs Enter through standard queue. ECVs enter through the exit ramp.
  - 62 **Buzz Lightyear Astro Blasters** Mobility Access: Enter through standard queue. Wheelchair accessible vehicle available.
- ## DISNEY DINING
- Y Tomorrowland Terrace** Breakfast, sandwiches, burgers, salads, desserts and drinks.
  - Z The Spirit of Refreshment** hosted by Coca-Cola®.
  - AA Redd Rockett's Pizza Port** Pizza, pasta and salads.

- Restrooms
- Companion Restroom
- Automated External Defibrillators
- Resort Lost and Found
- Information Center Guest Relations
- First Aid
- ATM Locations
- Pay Phones
- Pay Phones with TTY
- Baby Care Center
- Stroller Rentals
- Locker Rentals
- Picnic Area
- Wheelchair Rentals
- Package Check Service
- Service Animal Relief Area
- Kennel
- Nikon® Picture Spot
- Disney FASTPASS® Service (Subject to availability)
- Single Rider Service (Subject to availability)
- Height Requirement
- Guest May Remain in Wheelchair/ECV
- Guest Must be Ambulatory
- Guest Must Transfer from Wheelchair/ECV
- Guest Must Transfer from ECV to Wheelchair
- Physical Considerations (See reverse side)
- This attraction may be frightening for children
- Reflective Captioning
- Audio Description: Device Available at Guest Relations
- Handheld Captioning: Device Available at Guest Relations
- Assistive Listening: Device Available at Guest Relations
- Closed Captioning: Activators Available at Guest Relations and location
- Sign Language on Mon. & Sat. Schedule and Times at Guest Relations
- Smoking Area
- Reservations Accepted
- Parade Route
- Disney Vacation Club® Kiosk
- Disney Characters See TIMES GUIDE for hours
- Disney PhotoPass™ Photographer